

Clarify the Problem

Supporting an individual in the Community Protection Program to achieve their identified treatment goals is critical to helping them remain in their community and decrease incidences of involvement with crisis services. The required client quarterly treatment team meetings identify reductions in supervision and progress toward graduation.

Breakdown the Problem

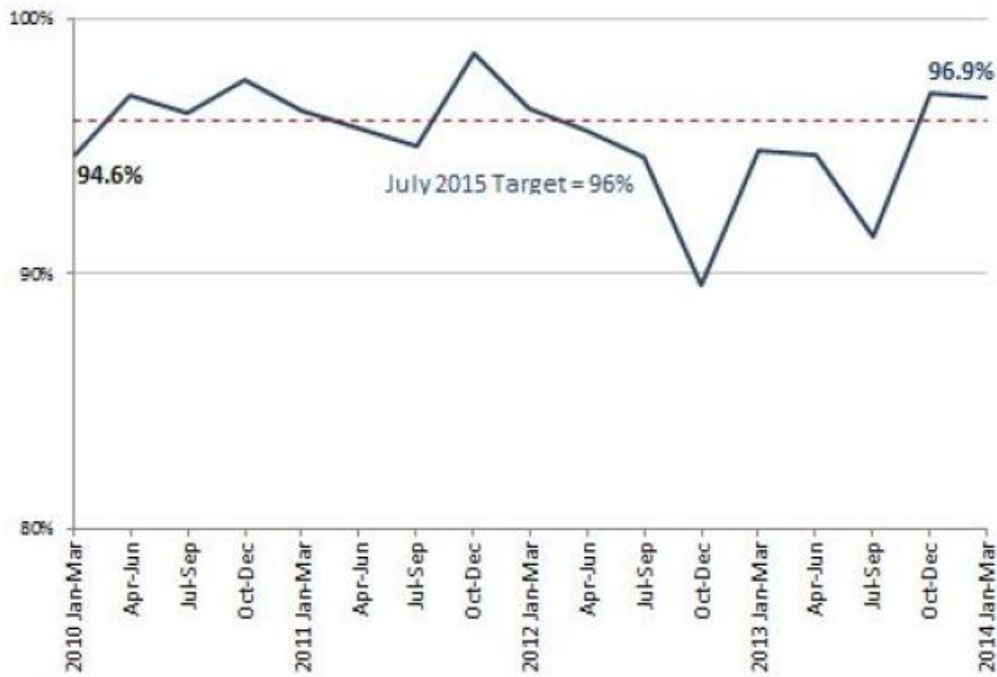
The percentage of quarterly treatment team meetings that are not completed on time, reflects the need to develop strategies to support their timely completion.

Issues effecting the timeliness of monitoring include:

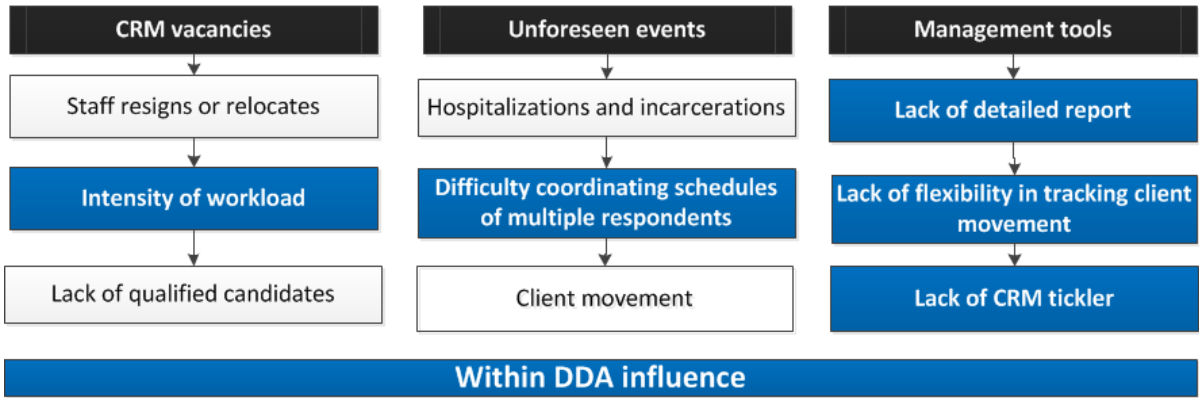
- Case Resource Manager vacancies
- Unforeseen events impacting client and treatment team availability
- Lack of system tool flexibility
- Timeliness of CRM entering treatment data

Target Setting

Timeliness of required quarterly treatment meetings will increase from 94.6 percent in June 2013 to 96 percent by July 2015. To sustain 96 percent, the Program Manager will continue to email coordinators a monthly status report and encourage CRMs to schedule monitoring visits during the first month of the quarter and work with families to reschedule missed visits.



Root causes



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
CRM vacancies	Expand recruitment efforts to increase pool of qualified CRM candidates.	High	Med	Med	High
Unforeseen events	Schedule meetings ahead of time, send meeting reminders and offer date/time options.	High	Low	Low	High
Management tools	Create a flexible tracking tool that accurately displays client movement in and out of the program.	Med	Med	Low	High

Action Plan

ID#	Problem to be solved	Action Item 30-60-90 days	Lead	Due Date	Status
1	Intensity of workload	RAs will expand the number and variety of media outlets used for recruitment to attract more qualified candidates.	Regional Administrators	Completed	Ongoing
2		Provide more training at CP and running treatment team meeting. Identify back-ups and increase communication between staff and supervisors.	Marci Arthur	7/30/14	Pending meeting
3	Lack of detailed report	PM will email coordinators a monthly status report and report link.	Marci Arthur	Monthly	Ongoing
4		DDA will prioritize system enhancement requests to develop reports to improve tracking of required monitoring visits. Need to be able to print and read the reduction and supervision and restrictions table.	Mark Eliason	10/30/2014	In process
5	Difficulty of coordinating schedules of multiple respondents	CRMs will be encouraged to schedule monitoring visits during the first month of the quarter, send meeting reminders in week preceding visit, and work with families if monitoring visits need to be rescheduled.	Marci Arthur	5/29/2014	Completed
6	Lack of CRM tickler notification	Develop and submit an enhancement request and business requirements for CRM tickler, CRM tickler categorization and filtering and ability for tickler 10-15 days before meeting.	Marci Arthur and Alan McMullen	10/30/2014	In process

Evaluate Results Standardize , then Repeat